

AMENDMENTS TO THE SPECIFICATION

Please amend paragraph [0014] as follows.

[0014] The present invention provides a system and method for automatically monitoring and reporting, in real-time, the perceived quality of a packet voice transmission. The present invention is versatile in that it may be configured to report a simple raw distortion measurement or provide sophisticated estimates of perceived voice quality, using MOS and P[UDI]. In the latter case, the present invention provides an analytical mechanism for detecting when packet-switched voice services are likely to be perceived by users to be noticeably inferior to familiar PSTN services. This embodiment of the present invention may be based on the VQES model described below ~~above~~. The present invention also provides a network performance data collection and analysis system for packet switched networks. Further, the system of the present invention functions to monitor voice quality of VoIP services to support timely detection and notification of indications of deterioration.